


STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
P.O. Box 339  
Honolulu, Hawaii 96890-0339

September 14, 2004

MEMORANDUM

TO: All Interested Parties

FROM: Lillian B. Koller, Esq., Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – SUPPORTING  
EMPLOYMENT EMPOWERMENT (SEE) PROGRAM FOR TANF  
RECIPIENTS, RFP-HMS-903-05-01-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP.

The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

An Informational meeting is scheduled on O'ahu on Monday, September 27, 2004, from 9:00am to 11:00am at Haseko Center, 820 Mililani Street, Suite 710, Honolulu, Hawaii 96813. For more information, please call Emily Mishima at 586-5735. The Department's Program staff will be present at this session to review the RFP requirements and informally address questions you may have. In order for the proposal to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered to DHS, BESSD, ECCPO, at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals must be received no later than 4:30 PM, Monday, October 11, 2004.

Proposal and accompanying materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

State of Hawaii  
Department Of Human Services  
Benefit, Employment & Support Services Division  
Employment & Child Care Program Office

## **Request for Proposals**

# **RFP No. HMS-903-05-01-S Supporting Employment Empowerment Program**

September 20, 2004

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, an [RFP Interest form](#) may be downloaded to your computer, completed and e-mailed or mailed to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

<b>NUMBER OF COPIES TO BE SUBMITTED:</b>
--

**ALL MAIL-INS MUST BE POSTMARKED BY UNITED STATES POSTAL SERVICE (USPS)  
NO LATER THAN  
Monday, October 11, 2004**

**All Mail-ins**

Department of Human Services  
Benefit, Employment and Support Services Administration  
Employment and Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii 96813

**DHS RFP COORDINATOR**

Emily Mishima  
For further info. or inquiries

Phone: 586-5735  
Fax: 586-5229

**ALL HAND DELIVERIES WILL BE ACCEPTED AT THE FOLLOWING SITES UNTIL 4:30 P.M., Hawaii  
Standard Time (HST) October 11, 2004**

**Drop-off Sites**

**Oahu:**

Department of Human Services  
BESSD Administration Office  
Employment and Child Care Program Office  
820 Mililani Street, Suite 606  
Honolulu, Hawaii

**BE ADVISED:** All mail-ins postmarked by USPS after **October 11, 2004**, will be rejected.

Hand deliveries will **not** be accepted after **4:30 p.m., HST, October 11, 2004.**

Deliveries by private mail services such as FEDEX shall be considered hand deliveries and will not be accepted, if received after **4:30 p.m., HST, October 11, 2004.**

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# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### I. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS), Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

### II. RFP Organization

This RFP is organized into five sections:

***Section 1, Administrative Overview***--Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications***--Provides applicants with a general description of the tasks to be performed, delineates applicant responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions***--Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation***--Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments*** --Provides applicants with information and forms necessary to complete the application.

### III. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

State of Hawaii, Department of Human Services  
Benefit, Employment and Support Services Division (BESSD)  
Employment and Child Care Program Office  
Haseko Center  
820 Mililani Street, Suite 606  
Honolulu, HI 96813

Phone (808) 586-5735

Fax:(808) 586-5229

#### **IV. Procurement Timetable**

**Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

Activity	Scheduled Date
Public notice announcing RFP	9/19/04
Distribution of RFP	9/20/04
RFP orientation session	9/27/04
Closing date for submission of written questions for written responses	10/1/04
State purchasing agency's response to applicants' written questions	10/5/04
Discussions with applicant prior to proposal submittal deadline (optional)	N/A
Proposal submittal deadline	10/11/04
Discussions with applicant after proposal submittal deadline (optional)	N/A
Final revised proposals (optional)	N/A
Proposal evaluation period ends	10/14/04
Provider selection	10/15/04
Notice of statement of findings and decision	10/15/04
Contract start date	12/1/04

#### **V. Orientation**

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** September 27, 2004      **Time:** 9:00 a.m.- 11:00 a.m.  
**Location:** Department of Human Services  
Benefit, Employment and Support Services Oahu Branch  
Administration Office  
Haseko Center  
820 Mililani Street, Suite 710  
Conference Room 2  
Honolulu, HI 96813



Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the next paragraph (VI. Submission of Questions).

## **VI. Submission of Questions**

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

**Date:** October 1, 2004      **Time:** 4:30 p.m.      **HST**

State agency responses to applicant written questions will be provided by:

**Date:** October 5, 2004

## **VII. Submission of Proposals**

**A. Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website at: [www.spo.hawaii.gov](http://www.spo.hawaii.gov), click *Procurement of Health and Human Services* and *For Private Providers*. Refer to the Proposal Application Checklist for the location of program specific forms.

- 1. Proposal Application Identification (Form SPO-H-200)** - Provides identification of the proposal.
- 2. Proposal Application Checklist** – Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
- 3. Table of Contents** - A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.

4. **Proposal Application (Form SPO-H-200A)** - Applicant shall submit comprehensive narratives that addresses all of the issues contained in the Proposal Application Instructions, including a cost proposal/budget if required. (Refer to Section 3 of this RFP.)
5. **Registration Form (SPO-H-100A)** – If applicant is not registered with the State Procurement Office (business status), this form must be submitted with the application. If applicant is unsure as to their registration status, they may check the State Procurement Office website at: <http://www.spo.hawaii.gov>, click *Procurement of Health and Human Services*, and *For Private Providers and Provider Lists...The List of Registered Private Providers for Use with the Competitive Method of Procurement* or call the State Procurement Office at (808) 587-4706.
6. **Tax Clearance** – A certified copy of a current valid tax clearance certificate issued by the State of Hawaii, Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) will be required either at the time of proposal submittal or upon notice of award at the discretion of the purchasing agency.

If a tax clearance is required at time of proposal submittal and is not submitted, a proposal otherwise responsive and responsible shall be rejected.

Refer to Section 4, item III.A.1, Administrative Requirements, and the Proposal Application Checklist to see if the tax clearance is required at time of proposal submittal. The tax clearance application may be obtained from the Department of Taxation website at [www.hawaii.gov/tax/tax.html](http://www.hawaii.gov/tax/tax.html).

- B. **Program Specific Requirements** - Additional program specific requirements are included in Sections 2 and/or 3, Service Specifications and the Proposal Application Instructions, as applicable. If Federal and/or State certifications are required, they are listed on the Proposal Application Checklist.
- C. **Multiple or Alternate Proposals** - Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.

- D. Proposal Submittal** - Proposals must be postmarked by USPS or hand delivered by the date and time designated on the Proposal Mail-In and Delivery Information Sheet attached to this RFP. Any proposal postmarked or received after the designated date and time shall be rejected. Note that postmarks must be by United States Postal Service or they will be considered hand-delivered and shall be rejected if late. The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet.
- Only hard copy proposals shall be accepted. Proposals should be without elaborate art work, binding, printing, or materials not essential to its utility and clarity. Graphs, charts and matrixes are acceptable, but should also be backed-up by a clearly written narrative. We require an original and three (3) sets of each proposal to the Department. Review Section 3, Proposal Content and Instructions. To ensure completeness of the proposal, please refer to Attachment B, Listing of Supporting Documents, to be submitted. At the discretion of the Department, minor procedural errors may be waived. All contractors are advised to document all aspects of their proposal. Failure to do so may result in a lower score. All proposals will be reviewed on the basis of what is submitted. Any understanding to the contrary must be supported by written acknowledgement from the Department.
- E. Wages and Labor Law Compliance** - Before a provider enters into a service contract in excess of \$25,000, the provider shall certify that it complies with section 103-55, HRS, Wages, hours, and working conditions of employees of contractors performing services. Section 103-55, HRS may be obtained from the Hawaii State Legislature website at <http://www.capitol.hawaii.gov/>. Or go directly to: [http://www.capitol.hawaii.gov/hrscurrent/Vol02\\_Ch0046-0115/HRS0103/HRS\\_0103-0055.htm](http://www.capitol.hawaii.gov/hrscurrent/Vol02_Ch0046-0115/HRS0103/HRS_0103-0055.htm)
- F. Confidential Information** – If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

**Note that price is not considered confidential and will not be withheld.**

## **VIII. Discussions with Applicants**

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance section 3-143-403, HAR.

## **IX. Opening of Proposals**

Upon receipt of proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **X. Additional Materials and Documentation**

Any person, firm or corporation that intends to bid must submit, along with the Proposal, a current statement or certificate from the Director of Taxation to the effect that all delinquent taxes levied or accrued under State statutes against said person, firm or corporation have been paid, and any other evidence requested by and acceptable to the contracting officer to demonstrate that the prospective bidder is not in default of any obligations due to the State or any of its political subdivisions. Any person, firm or corporation shall also submit all supporting documentation as specified in the RFP. Documentation shall be submitted no later than the deadline specified in the Procurement Timetable for submitting proposals.

## **XI. RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

## **XII. Final Revised Proposals**

The applicant's final revised proposal, *as applicable* to this RFP, must be postmarked or hand delivered by the date and time specified by the state purchasing agency. Any final revised proposal post-marked or received after the designated date and time shall be rejected. If a final revised proposal is

not submitted, the previous submittal shall be construed as their best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

### **XIII. Cancellation of Request for Proposal**

The request for proposal may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

### **XIV. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

### **XV. Provider Participation in Planning**

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a request for proposals, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with sections 3-142-202, 3-142-203 and 3-143-618 of the Hawaii Administrative Rules for Chapter 103F, HRS.

### **XVI. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

Each proposal shall be submitted in the format prescribed and all portions shall be addressed. In order to be in compliance with Act 314, SLH 1996, and to be considered by the Department, all proposals must include a valid State (or current application for tax clearance) and IRS Tax Clearance Certificate.

A proposal may be automatically rejected for any one or more of the following reasons: (Relevant sections of the Hawaii Administrative Rules for Chapter 103F, HRS, are parenthesized)

- (1) Rejection for failure to cooperate or deal in good faith. (Section 3-141-201, HAR)
- (2) Rejection for inadequate accounting system. (Section 3-141-202, HAR)
- (3) Late proposals (Section 3-143-603, HAR)
- (4) Inadequate response to request for proposals (Section 3-143-609, HAR)
- (5) Proposal not responsive (Section 3-143-610 (1), HAR)
- (6) Applicant not responsible (Section 3-143-610 (2), HAR)

## **XVII. Notice of Award**

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **XVIII. Protests**

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website (see the Proposal Application Checklist in Section 5 of this RFP. Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be mailed by USPS or hand delivered to the head of the state purchasing agency conducting the protested procurement and the procurement officer who is conducting the procurement (as indicated below)

within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Lillian B. Koller, Esq.	Edwin Igarashi
Director	Procurement Officer
P.O. Box 339	P.O. Box 339
Honolulu, HI 96809-0339	Honolulu, HI 96809-0339

### **XIX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to Chapter 37, HRS, and subject to the availability of State and/or Federal funds.

### **XX. Monitoring and Evaluation**

The criteria by which the performance of the contract will be monitored and evaluated are:

- (1) Performance/Outcome Measures
- (2) Output Measures (Not applicable for this RFP)
- (3) Quality of Care/Quality of Services
- (4) Financial Management
- (5) Administrative Requirements

### **XXI. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See Section 5, Proposal Application Checklist for the address). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

### **XXII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under Chapter 103F, HRS, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201 which is available on the SPO website (see section 5, the Proposal Application Checklist). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

## **Section 2**

# **Service Specifications**



## Section 2

# Service Specifications

### I. Introduction

#### A. Overview, purpose or need

The State of Hawaii Department of Human Services, hereinafter known as the “Department”, is establishing a project entitled “**Supporting Employment Empowerment**” (SEE), a program for eligible recipients of Temporary Assistance for Needy Families (TANF). A PROVIDER will be asked to develop employment sites and to place eligible participants at these sites in subsidized employment positions, at a minimum of twenty-four (24) hours per week. This is designed to assist these participants in reaching the ultimate goal of universal engagement and self-sufficiency. Universal engagement means that the AFDC recipient has an approved employability plan that requires participation in federally mandated work activities.

The TANF recipients must meet work performance requirements under Welfare Reform and progress towards self-sufficiency; pursuant to Public Law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996” (PRWORA). These work requirements are expected to change when the new federal welfare reform is passed by the United States Congress.

Services to be procured through this RFP are scheduled to begin on December 1, 2004.

The purpose of the SEE Program is to engage prospective employers from the public and private sectors in the welfare-to-work effort, with the goal of providing appropriate and meaningful subsidized employment opportunity to TANF recipients actively participating in federally funded work programs administered by the Department such as the First-to-Work (FTW) or Up Front Universal Engagement (UFUE) program. This program will also serve the TANF eligible population involved in non-assistance programs such as the Grant Diversion Program.

One contract or multiple contracts will be awarded under this request for proposals, pursuant to terms outlined in RFP Number HMS-903-05-01-S.

#### B. Description of the goals of the service

The goal of this program is to serve TANF recipients and to prepare them with the necessary work skills to obtain full-time employment and become self-sufficient.

**C. Description of the target population to be served**

The program is designed to serve TANF recipients actively participating in federally funded work program(s). It is primarily meant to assist participants who have experienced or are experiencing difficulties in obtaining unsubsidized employment.

The Department reserves the right to change the target population, after 30 days notice being afforded to the PROVIDER affected, for the duration of this Contract or Supplemental Agreement(s).

**D. Geographic coverage of service**

This is a request for procurement of services covering the islands of Oahu, Kauai and Hawaii (Hilo and Kona), as well as Maui County, including Lanai and Molokai.

The Department reserves the right to re-assign coverage areas, based on service needs, after 30 days notice being afforded to the PROVIDER affected, for the duration of this Contract and Supplemental Agreement(s).

**E. Probable funding amounts, source, and period of availability**

The SEE Program is expected to be entirely federally funded and is for FY 2005-2006, from December 1, 2004 to November 30, 2005. The total amount of federal funds appropriated for this purchase of service (POS) is \$978,330.00.

Prospective applicants interested in bidding for a particular county outside of Oahu are advised that the individual funding available per county is in the amount of \$66,912.00.

The Department reserves the right to reduce the amount of funds appropriated for this service and to change the funding source, after 30 days notice being afforded to the PROVIDER affected, for the duration of this Contract and Supplemental Agreement(s).

**II. General Requirements**

**A. Specific qualifications or requirements, including but not limited to licensure or accreditation**

1. The applicant shall comply with Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found on the SPO website (See Section 5, Proposal Checklist, for the website address).

2. The applicant must provide reasonable accommodations to assure capacity to deliver services to those clients with limited English proficiency or physical limitations. The PROVIDER must utilize state resources, if any are available to accommodate clients for the purposes of the SEE Program.
3. The applicant must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The PROVIDER must not require nor depend on the state agency's staff to provide service activities in the event that program resources are not available due to the above situations.
4. The applicant must use credible evaluation tools and criteria to evaluate program effectiveness in achieving outcomes.
5. When a disagreement arises between the PROVIDER and the Department in regards to the performance of specific service activities within contracted specifications, the wishes of the Department shall prevail. Failure on the part of the PROVIDER to comply shall be deemed cause for corrective action and subject to contractual remedies.

**B. Secondary purchaser participation**

(Refer to §3-143-608, HAR)

After-the-fact secondary purchases will be allowed.

There are no planned secondary purchasers.

**C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

Criteria for multiple awards:

A single contract may be awarded to a proposal that demonstrates the ability to provide a comprehensive and efficient SEE Program services for each county statewide.

Conversely, multiple contracts may be awarded to each individual proposal that demonstrates a more efficient and comprehensive SEE Program services that would be provided in their own respective county.

**E. Single or multi-term contracts to be awarded**

(Refer to §3-149-302, HAR)

☒ Single term ( $\leq 2$  yrs)                      ☐ Multi-term ( $> 2$  yrs.)

Contract terms:

This contract will be one year in length, with the option of three (3) twelve-month extensions, subject to the availability of funds and satisfactory PROVIDER performance.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider or providers. Written questions should be submitted to the RFP contact person and received on or before the day and time specified in Section I, Item IV (Procurement Timetable) of this RFP.

Emily Mishima, Program Specialist (586-5735).

**III. Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

The PROVIDER will be expected to accomplish the following:

1. To develop a partnership with the business community in an effort to secure subsidized employment opportunities for TANF recipients in the FTW program and other non-assistance work programs.
2. To place participants in subsidized employment with these employers for twenty-four (24) to forty (40) hours per week.

The PROVIDER is being requested to provide services in accordance with the following.

Employer Partnership Development:

The Chief Marketing Officer (CMO) will manage all aspects of the SEE program, including but not limited to the following:

1. Serve as the single point of contact;

2. Responsible for staff supervision;
3. Responsible for program implementation and fiscal oversight;
4. Prepare and submit reports as needed;
5. Develop all necessary marketing tools such as brochures and presentation materials in consultation with the Department. All such materials shall remain the property of the Department upon termination of the contract;
6. Conduct marketing presentations to qualified employers (any employer can potentially qualify for the SEE program);
7. Forward names of employers who have expressed interest in participating in the SEE program to the Employer Relations Specialist (ERS);
8. Terminate agreements with employers for cause or otherwise;
9. Meet with the Department officials on routine basis to discuss the status of the Program.

The ERS will be expected to:

1. Obtain information from the prospective employer regarding the nature of employment, including hiring and skill requirements;
2. Formalize agreements with employers by utilizing the SEE Agreement Form (DHS 767), which will be signed by the employer, employee, designee of the SEE PROVIDER, and the Department representative;
3. Submit requests for approval of extension to the Employment and Child Care Program Office (ECCPO);
4. Process SEE Reimbursement Invoices (DHS 769) forwarded by employer, by verifying the hours and amount invoiced. Submit invoices to the agency responsible to make wage reimbursement to the employers;
5. Address any discrepancies related to payroll or other employment issues;
6. Evaluate participants' progress with employers through monthly site visits or on as needed basis. A formal evaluation (DHS 768) must be obtained from the employer at the end of the training period. The original DHS 768 must be forwarded to the participant's FTW Case Manager (CM); a copy may be retained by the PROVIDER for reporting purposes;
7. Report to CMO all data pertaining to employer recruitment and employment development;
8. Develop job orders for job openings and for distribution to FTW units via the Job Retention Coach (JRC).

Employee Pool Development:

The JRC will work primarily with the participant and will perform the following duties and responsibilities:

1. Receive job orders from the ERS and match them with prospective applicants in the SEE Pool;
2. Participate in case conference with FTW CM to assess and evaluate the participant's job readiness;

3. Refer appropriate applicants to the employer by forwarding a copy of the Job Order Form (DHS 766) attached to the resumes and/or other relevant information of all eligible applicants;
4. Schedule the interviews for selected applicants at employer's request;
5. Maintain weekly, or as needed, off-site and/or off-hours follow-up with participants to monitor progress, and address any inquiries the participant may have regarding the employment or the employer;
6. Report employment progress to CM on a regular basis, so that CM may ensure participant's compliance with the FTW participation requirements;
7. Refer participant to CM, if any psychosocial or other non-employment issues are suspected or disclosed by the participant;
8. Report to CMO all data pertaining to employee placement, performance, and retention;
9. Submit the original SEE Agreement with the CM and retain a copy of the same for their own records.

Employer's Responsibilities:

The PROVIDER must ensure that the employer:

1. Agrees to employ the participant for no less than 24 hours per week during the training period corresponding to a specific industry standard of average training period for the position. The department may agree to extend the period of employment for an additional two (2) three-month periods;
2. Pays the participant at a rate that is comparable to other employees in that position;
3. Provides the participant similar working conditions with other employees in similar occupations;
4. Provides the supervision training and guidance necessary to enable the participant to develop basic work habits and become more marketable. A mentor shall be assigned to each participant on the work site.
5. Notifies the ERS on a timely basis whenever the employee is not making satisfactory progress, is absent without good cause, or gets injured at the worksite;
6. Upon completion of the training period, allows the participant 8 hours a week of job search for one additional month at the end of which the employer must either hire the participant in full time unsubsidized employment or release the participant.
7. Submits the SEE Reimbursement Invoice form to the department or its designee on monthly basis.

Employer Payments

**Wage Reimbursement:** The employer is expected to pay the employee wages at par with the market rate for the position offered. The Department

will reimburse the employer at a subsidized rate of \$6.25 per hour for no less than 24 hours per week, up to a maximum of 40 hours per week. In addition, employers will receive 14% of the wages reimbursed at \$6.25 per hour to cover Unemployment Insurance (UI), Workers Compensation, and FICA.

1. Medical Coverage: The Department will provide medical coverage to the participant for the duration of the subsidized employment agreement in the SEE program.
2. Reimbursement Process:
  - a) Once participant is hired, the ERS will provide employer with SEE Reimbursement Invoice forms;
  - b) Employer will submit completed invoice and payment verification to the ERS on a monthly basis;
  - c) The ERS will review the SEE Reimbursement Invoice and submit it to the payment issuance agency;
  - d) Payment issuance agency will issue wage reimbursement to the employer within 5 working days of the receipt of invoice.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

The PROVIDER shall provide and maintain, as a minimum, the following staff for Oahu: One (1) Chief Marketing Officer, three (3) Employer Relations Specialists, and six (6) Job Retention Coaches.

The PROVIDER shall maintain, as a minimum, the following staff for the neighbor islands: four (4) Job Coach and Employer Relations Specialist (JCERS). The Chief Marketing Officer will be responsible for the oversight of any satellite locations on the neighbor islands.

Prospective applicants interested in bidding for a particular county other than Oahu, must describe how they would provide the marketing, employer relations, and job retention coaching services to the participants through one staff-person.

**2. Administrative**

The PROVIDER shall oversee the services provided to the Department's participants as described in and negotiated pursuant to this RFP. The PROVIDER is responsible for the supervision of its staff, including those co-located in DHS FTW units. The inability of the Contractor to provide the necessary personnel shall not be an acceptable reason for failure to complete the services required.

The PROVIDER shall be the point of contact for employers and Department staff who are also assisting the participant in achieving objectives that are part of the participant's employment plan.

**Division Procedures:** The PROVIDER shall follow Procedures established by the Division regarding the (1) FTW program operations, (2) monitoring and tracking of participation, (3) reporting of all data related to participants and their participation, (4) get the Department's approval prior to purchasing equipment (that has a useful life of more than one year) with contract funds, and (5) submit telecom requests to install or de-install any server, computers and printer related equipment and other peripherals.

**Hours of Operation:** Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., HST, Mondays through Fridays, excluding State of Hawaii holidays. However, there may be instances where the PROVIDER will have to maintain after-hour, off-site contact with participants and employers.

**Execution of Contract:** The successful applicant will be required to enter into a formal written Contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting Contract. Any deviations therefrom must be specifically defined by the applicant in its proposal which, if successful, will become part of the Contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the Contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal Contract to the successful offeror for execution. The Contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such Contract shall be binding upon the Department until the Contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the Contract during the fiscal year. Further, the Contract shall not be considered to be fully executed



until the Department of the Attorney General of the State of Hawaii has approved the Contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The PROVIDER shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful offeror prior to receipt of a Notice to Proceed shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the receipt of a Notice to Proceed.

The Special Conditions, including but not limited to the following, shall be incorporated in the Agreement:

1. Purchase of Equipment, Furniture, Supplies and Telecom Request

- a. The PROVIDER shall get prior approval for the initial purchase of equipment, furniture, supplies, etc. which are required for this Contract. Subsequent purchases of equipment (that has a useful life of more than one year) shall require prior approval.
- b. The PROVIDER shall transfer possession of equipment, furniture and supplies purchased by the Department upon termination of the Contract.
- c. The PROVIDER shall submit a telecom request to install or de-install any server, computers and printer related equipment, and telecommunication.

2. Liability Insurance

Notwithstanding the "General Conditions" for all 103F-procured contracts where section 1.4 addresses the liability insurance in a combined amount of at least ONE MILLION AND NO/100 DOLLARS (\$1,000,000.00), the Department of Human Services requires that the PROVIDER obtain, maintain, and keep in force, throughout the period of this Agreement, liability insurance (the "Liability Insurance") issued by an insurance company in a combined amount of at least TWO MILLION AND NO/100 DOLLARS (\$2,000,000.00), or such lesser amount requested in writing by the PROVIDER, and, for good cause shown, approved by the head of the purchasing agency, which approval, if any, is

incorporated herein by reference, for bodily injury and property damage liability arising out of each occurrence. The PROVIDER'S Liability Insurance shall indicate that the State of Hawaii is an additional insured with respect to its policy provisions and, therefore, cover any liability arising out of or resulting from occurrences connected with the PROVIDER'S performance under the Agreement. Prior to, or upon execution of the Agreement, the PROVIDER shall obtain a certificate of insurance verifying the existence of the necessary liability insurance coverage in the amount stated above. If the scheduled expiration date of the liability insurance policy is earlier than the expiration date of the time of performance under the Agreement, the PROVIDER, upon renewal of the policy, shall promptly cause to be provided to the State of Hawaii an updated certificate of insurance. The certificates of insurance shall expressly provide that the insurance policy shall not be cancelled unless the insurance company has first given to the State of Hawaii thirty (30) calendar days' written notice of the intended cancellation.

### **3. Quality assurance and evaluation specifications**

The Contract shall be evaluated based upon performance as described in item 4 below. The Contract will also be reviewed for overall cost effectiveness, based upon the overall cost compared to the performance outcomes.

### **4. Output and performance/outcome measurements**

The Chief Marketing Officer (CMO) will design a data collection report, adhering to the criteria listed below. The Department will use this report to determine whether the PROVIDER has met stated performance goals. The PROVIDER may utilize other criteria to evaluate their own performance; however, the provider must, at a minimum, submit a report based on the following elements:

#### Employer Data:

- 1) Number of marketing presentations in the business community;
- 2) Number of employers who were contacted;
- 3) Number of employers who verbally committed to participating in SEE program;
- 4) Number of employers who hired participants for subsidized employment under the terms of this Agreement;
- 5) Number of employers who hired participants for unsubsidized employment after the training period;

- 6) Number of employers who terminated involvement with the SEE program;

Participant Data:

- 1) Number of participants referred for a job order who were selected for interview;
- 2) Number of participants placed in subsidized employment;
- 3) Number of participants hired in unsubsidized employment by the SEE program employer;
- 4) Number of participants hired in self-initiated unsubsidized employment upon completion of SEE program other than SEE participating program employer;
- 5) Number of participants who exited SEE program due to:
  - a) Obtaining unsubsidized employment,
  - b) Termination by SEE employer and reason why,
  - c) Voluntarily quitting SEE employment and reason why,
  - d) Loss of SEE employment for non-compliance with work program requirements.

**5. Experience**

The PROVIDER shall demonstrate a thorough understanding of the purpose and scope of the service activity, as well as the necessary skills, abilities and knowledge of, and experience relating to the delivery of the proposed services.

**6. Coordination of services**

PROVIDER staff shall comply with all appropriate federal and state laws, rules and regulations, and policies and procedures governing the State run, federally funded work programs for TANF recipients. The Department shall provide training on all relevant policies and procedures, including the Hawaii Automated Network Assistance (HANA) System.

The PROVIDER shall keep records to document information acquired about the recipients or given or made available by the recipients served under this Agreement. All such information shall be considered confidential and shall not be disclosed by the PROVIDER except as otherwise allowed by Hawai'i Revised Statute §346-10, and Hawai'i Administrative Rules §17-601, and only after prior written notification to DHS.

The PROVIDER shall insure the security and confidentiality of any and all data and/or information maintained on State electronic data *processing* equipment including but not limited to Hawaii Automated Network for Assistance (HANA).

## **7. Reporting requirements for program and fiscal data**

**Reporting:** Monthly and final manual reports shall be prepared and submitted to the Employment and Child Care Program Office (ECCPO). The PROVIDER will be required to design and implement its own system for data collection, as mentioned above in Subsection III, B. *Please note that the “General Conditions” section of all Health and Human Services Contracts (section 1.6) requires a “Final Report” to the State of Hawaii pertinent to the Compensation and Payment Schedule of the finalized Contract.*

**Invoicing:** A monthly invoice for operational costs shall be prepared and submitted to the ECCPO by the 10<sup>th</sup> of each month in accordance with the agreed upon Compensation and Payment Schedule. Additionally, the PROVIDER shall submit a final invoice upon termination of the contract.

## **8. Pricing structure or pricing methodology to be used**

This is a cost reimbursement Contract. The cost reimbursement pricing structure reflects a Purchase of Services Agreement in which the State agency pays the PROVIDER for actual base operating costs incurred in delivering the services specified in the Contract, up to a stated maximum obligation. The State agency will also pay the employers wage subsidies as described in Subsection III, Scope of Work.

PROVIDER is limited to twenty percent (20%) in indirect expenses. For-profit corporations will not be allowed to charge any fixed fee or profit as part of their budget or expenditure plan.

The funds appropriated for the purchase of this services includes a provision for leasing of rental space, purchase of furniture, cellular telephones, and general office supplies and equipment.

See RFP Section 3, Item V for details regarding Pricing Structure.

## **9. Units of service and unit rate**

Not applicable.

## **IV. Facilities**

The central site for the PROVIDER will be determined by the PROVIDER. However, Job Retention Coaches will be co-located in the FTW unit offices on Oahu (Waianae, Waipahu, Wahiawa, Downtown I, Downtown II, and Kailua). The PROVIDER will assign staff to be co-located with the neighbor island FTW units in

Kauai, Hawaii (Hilo and Kona) as well as Maui County. The Department is proposing that services begin by December 1, 2004.

The Department may require the PROVIDER to assign staff to additional satellite locations, after 30 days notice being afforded to the PROVIDER affected, for the duration of this Contract and Supplemental Agreement(s).

Use and Occupancy of State Owned or Leased Building or Space.

For the duration of this Agreement unless notified otherwise, PROVIDER shall collocate JRC on the island of Oahu and JCERS on the Neighbor Islands in a DHS FTW Units subject to the following conditions:

- a. The Department shall have the exclusive right to designate the area at the location to be set aside for the PROVIDER. The Department may in its sole discretion and at any time increase or decrease the area or relocate the PROVIDER to a different area or location other than described above.
- b. The PROVIDER'S right to use the designated area is primary but not exclusive.
- c. The PROVIDER shall comply with all general rules and regulations concerning the use and occupancy of the Building notwithstanding any provisions in the Agreement to the contrary. These general rules include, for example, use of common areas, hours of operations, State holidays, security measures, and all pertinent fire and building codes.
- d. The Department may notify the PROVIDER in writing of its intent to withdraw the area. The PROVIDER must vacate the area within 30 business days following the receipt of the notice. The Department may withdraw the area for any reason, at any time during the duration of the AGREEMENT, and for the Department's sole convenience.
- e. At this time, the Department is not providing any parking stalls for the PROVIDER. Should parking space become available, the Department may offer PROVIDER the use of available parking spaces. Any stalls that become available and are used by the PROVIDER are unreserved, and PROVIDER shall pay to the Department of Accounting and General Services, Automotive Management Division, State of Hawaii, \$10 more per stall per month than the prevailing

rate for State employee parking. Parking shall be made available for the PROVIDER'S clients on the same basis as parking is made available to the general public.

- f. Charges and other Cost: The Department shall not charge the PROVIDER for the use of the designated portion at the locations described above. The following categories of expenses are allocated as follows:
  - i. Utilities. The Department is responsible for expenses for normal utility usage during the business hours.
  - ii. Telephones. The PROVIDER is responsible for payments of all phone charges. PROVIDER is responsible for removing phones, if requested by the Department, when PROVIDER vacates the area.
- g. Without limiting the PROVIDER'S obligations under paragraph 7 of the General Conditions, entitled Indemnification and Defense, the PROVIDER hereby specifically agrees to indemnify the Department against any claim and to reimburse the Department for any damage or property loss caused by the PROVIDER or its clients as a result of operating from the designated area.
- h. The PROVIDER assumes full responsibility for all personal property of the PROVIDER, its employees, or clients of the PROVIDER brought onto the designated area, and the Department shall not be liable for any damage done to or loss of such personal property caused by any co-tenant, visitor, or occupant of the locations described above.
- i. The Department shall not be liable or responsible for any loss suffered or damage to the PROVIDER'S business or for any personal injury suffered by the PROVIDER'S employee or PROVIDER'S clients caused by any co-tenant, visitor, or occupant of locations described above.

## **Section 3**

# **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. **See sample table of Contents***
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (for the website address see the Proposal Application Checklist in Section 5, Attachments). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application comprises the following sections:

- *Title Page*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

## V. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.



## **VI. Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services.

### **C. Quality Assurance and Evaluation**

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

### **D. Coordination of Services**

The applicant shall demonstrate the capability to coordinate services with other agencies and resources in the community.

### **E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

## **VII. Project Organization and Staffing**

### **A. Staffing**

#### **1. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

#### **2. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

**B. Project Organization**

**1. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

**2. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

**VIII. Service Delivery**

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant should address how the specific outcomes and performance measures will be achieved in the proposed services to include the following:

Employer Data:

- 7) Number of marketing presentations in the business community;
- 8) Number of employers who were contacted;
- 9) Number of employers who verbally committed to participating in SEE program;
- 10) Number of employers who hired participants for subsidized employment under the terms of this Agreement;
- 11) Number of employers who hired participants for unsubsidized employment after the training period;
- 12) Number of employers who terminated involvement with the SEE program.

Participant Data:

- 13) Number of participants referred for a job order who were selected for interview;
- 14) Number of participants placed in subsidized employment;
- 15) Number of participants hired in unsubsidized employment by the SEE program employer;
- 16) Number of participants hired in self-initiated unsubsidized employment upon completion of SEE program other than SEE participating program employer;
- 17) Number of participants who exited SEE program due to:

- (1) Obtaining unsubsidized employment,
- (2) Termination by SEE employer and reason why,
- (3) Voluntarily quitting SEE employment and reason why,
- (4) Loss of SEE employment for non-compliance with work program requirements.

## **IX. Financial**

### **A. Pricing Structure**

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state purchasing agency. The cost proposal shall be attached to the Proposal Application.

The purchasing agency shall consider cost proposals on a “cost-type” or “pure reimbursement” pricing structure from the applicants who are non-profit organizations licensed to do business in the State of Hawaii. “Cost type” involves the payment of all incurred costs within a predetermined total estimate cost.

The purchasing agency shall consider cost proposals based on a “cost-plus-fixed-fee” from the applicants who are for-profit organizations licensed to do business in the State of Hawaii. “Cost-plus-fixed-fee” allows for payment of all incurred costs within a predetermined amount plus an agreed upon fee which will not change. The purchasing agency anticipates these fees to be limited to 10% or less of the contract award. These fees also need to be built within the contract ceiling.

The purchasing agency shall select the applicable cost proposals subject to the legal standing of the applicant organization; i.e., non-profit or for-profit and that are in the best interests of the State of Hawaii.

Please note, however, that the department reserves the right to negotiate the finalized amount of fixed fees within the limits discussed above.

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

The following are the budget form(s), which are contained in the POS manual, shall be submitted, as described in the Checklist attached herewith, with the POS Proposal Application:

SPO-H-205	Budget
SPO-H-205A	Organization-Wide By Source of Funds
SPO-H-205B	Organization-Wide Budget by Programs
SPO-H-206A	Personnel - Salaries & Wages

SPO-H-206B	Personnel - Payroll Taxes and Fringe Benefits
SPO-H-206C	Travel - Inter-Island
SPO-H-206D	Travel - Out-of-State*
SPO-H-206E	Contractual Services-Administration
SPO-H-206F	Contractual Services-Subcontracts
SPO-H-206G	Indirect Costs
SPO-H-206H	Other Costs
SPO-H-206I	Equipment Purchases*

\*Expenditures require justification and prior approval.

**B. Other Financial Related Materials**

**1. Accounting System**

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Most recent Audit Report

**2. Tax Clearance Certificate (Form A-6)**

An original or certified copy of a current (within 3 months), valid Clearance Certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

**X. Other**

**A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

# **Section 4**

## **Proposal Evaluation**

## Section 4

# Proposal Evaluation

### XI. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

### XII. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

#### Evaluation Categories and Thresholds

##### Evaluation Categories

##### Possible Points

##### *Administrative Requirements*

**Pass or Rejected**

##### *Proposal Application*

**100 Points**

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	15 points
Service Delivery	55 points
Financial	10 Points

**TOTAL POSSIBLE POINTS**

**100 Points**

### **XIII. Evaluation Criteria**

#### **A. Phase 1 - Evaluation of Proposal Requirements**

##### **1. Administrative Requirements**

1. Application Checklist
2. Registration ( if not pre-registered with the State Procurement Office)

##### **2. Proposal Application Requirements**

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

#### **B. Phase 2 - Evaluation of Proposal Application (100 Points)**

***Program Overview:*** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

##### **1. *Experience and Capability (20 Points)***

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

##### **A. Background and Summary**

- The applicant has demonstrated a thorough understanding of the purpose and cope of the service activity.
  - The goal and objectives are in alignment with the proposed service activity.
  - The applicant has described how the proposed service is designed to meet the pertinent issues and problems related to the service activity.
-

**B. Experience**

- Demonstrated skills, abilities, knowledge of, and experience relating to the delivery of the proposed services. Explain your relevant experiences dealing with State of Hawaii contracts relating to the delivery of the proposed services during the last 5 years.

**C. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.

**D. Coordination of Services**

- Demonstrated capability to coordinate services with other agencies and resources in the community.

**E. Facilities**

- Adequacy of facilities relative to the proposed services.

**2. *Project Organization and Staffing (15 Points)***

The State will evaluate the applicant's overall staffing approach to the service that shall include:



**A. *Staffing***

- That the proposed staffing pattern, client/staff ratio, and proposed caseload is reasonable to insure viability of services.
- Minimum qualifications (including experience) for staff assigned to the program.
- Demonstrated ability to supervise, train and provide administrated direction to staff relative to the delivery of proposed services.
- Organization Chart (Approach and rational for the structure, functions and staffing of the purposed organization for the overall service activity and tasks).

**B. *Project Organization***

---

- Describes staff/program management activities.
  - Describe the plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules as applicable.
- 

**3. *Service Delivery (55 Points)***

*Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.*

- Describe the overall program content and design.
  - Demonstrate an understanding of the target group.
  - . Demonstrate an understanding of the various service activities and sequence of events.
  - Presents evidence of cooperation and collaboration, and willingness to follow DHS requirements, policies and procedures
  - Demonstrates knowledge of case documentation and case record maintenance. Include any experience with electronic case record maintenance as utilized in computer systems
  - Demonstrates knowledge of handling customer service and complaints.
  - Provides for public relations and community
-

collaboration.

- The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable.
  - Describes staff/management activities.
- 

**5. *Financial (10 Points)***

Pricing structure based on cost reimbursement:

- Applicant's proposal budget is reasonable, given program resources and operational capacity.
  - Adequacy of accounting system.
  - Audit report.
- 

**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

## **Section 5**

### **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents
- C. Attachments (if applicable)

## Proposal Application Checklist

Applicant: \_\_\_\_\_

RFP No.: \_\_\_\_\_

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the state purchasing agency as part of the Proposal Application. \*SPO-H forms are located on the web at <http://www.spo.hawaii.gov> Click *Procurement of Health and Human Services* and *For Private Providers*.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Registration Form (SPO-H-100A)	Section 1, RFP	SPO Website*	<b>(Required if not Registered)</b>	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	<b>X</b>	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions is applicable, Section 5	<b>X</b>	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions, Section 5	<b>X</b>	
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206D	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206E	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206H	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206I	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206J	Section 3, RFP	SPO Website*	<b>X</b>	
<b>Certifications:</b>				
<b><i>Federal Certifications</i></b>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
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\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

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